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B. AMENDMENTS TO THE SPECIFICATION

Please amend page 1, line 17 with:

company' [=]s representatives, a PBX system receives the call and

Please amend p. 8, line 5 with:

caller' [=]s remaining wait time are provided. In particular, hold

Please amend p. 9, line 9 with:

[A]"publication"[@] preferably encompasses voice, text, graphical,

Please amend p. 11, line 12 with:

network because the call remains within the company' [=]s telephone

Please amend p. 11, lines 14-15 with:

one service provider' [=]s telephone network to another service provider' [=]s telephone
network in generally trusted movement.

Please amend p. 11, line 26 with:

information between a service provider' [=]s data network and

Please amend p. 14, line 23 with:

service provider' [=]s data network or telephone network. Each

Please amend p. 14, line 6 with:

subscriber' [=]s identity is authenticated from the voice imprint or

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Please amend p. 33, line 16 with:

hold queue information by pressing or entering "[A]1"[@]. If the

Please amend p. 33, line 23 with:

the call by pressing or entering "[A]2"[@]. If the caller selects to

Please amend p. 34, lines 9-12 with:

preference for the categories of "[A]queue position"[@], "[A]call duration"[@], "[A]time with representative"[@], "[A]representative"[@], "[A]subject matter"[@], "[A]average time, representative, and subject"[@] and "[A]on hold activity"[@] to be displayed.

Please amend p. 36, line 3 with:

position "[A]1" stays with a freelance expert 25% of the time that a

Please amend p. 37, lines 4-7 with:

system, a multiplier is estimated for each caller's time in the call center. For example, if "[A]x"[@] represents the average time per caller, then, the caller currently speaking with representative "[A]Joe Duck"[@] is estimated to utilize 1.5 times the average time per

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